HUMAN RESOURCES OFFICE - CALIFORNIA NATIONAL GUARD
TECHNICIAN VACANCY ANNOUNCEMENT

VACANCY ANNOUNCEMENT #	JOB TITLE:	PAY GRADE AND SERIES:
09-596 **OPEN PERIOD:** 12/1/2009 – 12/15/2009	Information Technology Specialist (CUSTSPT) (3 Positions)	GS-2210-11 **PAY RANGE:** $60,211 - $86,525

POSITION LOCATION: 1 – Sacramento 1 – Los Alamitos 1 – San Jose	APPOINTMENT TYPE: INDEFINITE - DUAL STATUS
PDCN #: 90037000 **Security Clearance Required:** Secret	**AREA OF CONSIDERATION:** CURRENT CALIFORNIA NATIONAL GUARD MEMBERS/TECHNICIAN **Military grade of E-4 through E-7.** **Compatible Military Grade Assignment:** MOS 25B/U. **Key Requirements: Must be able to obtain Microsoft Vista and Security+ industry certificates within 90 days of hire.**

THIS IS AN INDEFINITE POSITION

Selectee may be non-competitively converted to permanent status if/when funding becomes available

This position is located in an information management organization. The purpose of this position is to serve as the primary interface between the incumbent's assigned organization and all information systems customers associated with the C4 mission. Responsible for management of the organization's customer support help desk and maintenance of the workload accounting database using help desk software.

Recruitment/Relocation Incentive/Advance in Hiring Rate Based on Superior Qualification IS NOT authorized.

PAYMENT OF PERMANENT CHANGE OF STATION (PCS): Payment of Permanent Change of Station (PCS) MAY BE authorized, subject to provisions of the Joint Travel Regulations and an agency determination that a PCS move is in the Government's interest

SUBJECT to NIGHT and/or ROTATING SHIFTS.
Position Requires Travel: Frequent, more than 5 days per month.

QUALIFCATIONS and EVALUATION:

General: Technical, analytical, supervisory, or administrative experience which has demonstrated the ability to analyze problems of organization, workforce, information requirements, etc., and provide systematic solutions; and the ability to deal satisfactorily with others.

Information Technology Specialist (CUSTSPT): Must have 36 months of specialized experience which demonstrates technical skills in the installation, configuration, and maintenance of Windows Vista operating systems, hardware components, advanced data storage solutions, network and telecommunications issue in a production support environment; experience in detailed documentation of technical troubleshooting issues using service desk software; experience which demonstrates customer service skills both written and orally in a mission critical environment; experience identifying problems, determining accuracy and relevance of information, using sound judgment to generate and evaluate alternatives, and to make recommendations; experience applying IT problem management methods and practices, customer support methods to plan, implement and manage problem management systems designed to effectively recognize, report, track, and resolve problems.

KNOWLEDGES, SKILLS, AND ABILITIES: The following knowledge's, skills, and abilities will be used by the selecting officials to determine the best qualified applicants from which selection will be made:

1. Knowledge of a wide variety of applications, operating systems, network systems, communications, protocols, and equipment to provide advice and assistance to customers.
2. Knowledge of systems installed in the immediate organization, in order to install, configure, upgrade and troubleshoot hardware and software.
3. Knowledge of methods and practices for troubleshooting, recovering, adjusting, modifying, and improving IT systems to provide support that minimizes interruptions in customers' ability to carry out critical business activities.
4. Knowledge of customer support concepts and methods, works with customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.
5. Knowledge of various IT standards, policies and security regulations to analyze problems, make recommendations and implement new/updated hardware and software.
6. Ability to analyze data to troubleshoot problems, evaluate established methods and procedures, and perform other similar analytical functions.

SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE: A maximum of 12 months of the required experience may be substituted by successful completion and undergraduate study in an accredited college or university at the rate of 30 semester hours for 12 months of experience. The education must have been in a computer related field such as computer science, data processing, or information processing science.

COPIES OF TRANSCRIPTS ARE REQUIRED FOR EDUCATION TO BE CREDITABLE

CREDITING NATIONAL GUARD EXPERIENCE: NATIONAL GUARD SERVICE MAY BE CREDITED AS FULL-TIME EXPERIENCE WHEN EVALUATED AGAINST THE QUALIFICATION REQUIREMENTS FOR A MILITARY TECHNICIAN POSITION. EXPERIENCE MUST BE DIRECTLY RELATED TO THE POSITION AND MUST BE DESCRIBED IN THE WORK EXPERIENCE SECTION OF THE APPLICATION. THE LEVEL OF EXPERIENCE WILL BE DETERMINED BY THE ACTUAL DUTIES AND RESPONSIBILITIES PERFORMED.

CONDITIONS OF EMPLOYMENT:
- Must qualify for appropriate level of security clearance required for the position.
- Must maintain a compatible military unit, grade, and job assignment within the CA National Guard and wear appropriate military required grooming standards.

HOW TO APPLY:

1. **Submit an Optional Form (OF) 612, Optional Application for Federal Employment or a current resume.**
2. **Attach any required documents (see Required Documents below).**
3. **Submit application package to the California National Guard – HRO Office via email at NGCAHRJOBSTECH@CA.NGB.ARMY.MIL**

REQUIRED DOCUMENTS (Application Packet):

- OF 612, Optional Application for Federal Employment or current resume (mandatory)
- Transcripts, if applicable
- Miscellaneous Items (i.e., Flight Records, Bar Certification), if applicable
- SF-50/DD214 (Current or Former Competitive Employees, VEOA Eligible), if applicable
- SF 181, Ethnicity and Race Identification Form (optional)

APPLICATION FORMS ARE AVAILABLE AT THE HUMAN RESOURCES OFFICE WEBSITE www.calguard.ca.gov/cahr and at www.opm.gov/forms/ .

APPLICATIONS ARE ACCEPTED VIA EMAIL ONLYTO: NGCAHRJOBSTECH@CA.NGB.ARMY.MIL

The Human Resources Office will not accept applications via fax or mail without prior consideration from HRO Staffing. Resumes and Applications (OF 612) must include a valid return email address.

Upon receipt, the Human Resource Office will review your application packet to determine if it meets the minimum Qualifications Requirements and the Area of consideration. The rating you receive is based on your application and supporting documents that you provide. Please follow all instructions carefully. **Applications or resumes without a current return email will not be considered.** Errors or insufficient information may affect your rating.

ALL APPLICATIONS MUST BE RECEIVED IN THE HUMAN RESOURCES OFFICE (HRO) BY Midnight (Pacific

==Time) BY THE CLOSING DATE INDICATED ABOVE.==

VETERANS PREFERENCE DOES NOT APPLY.

All California National Guard Technician Vacancy Announcements can be found on our job website. Questions about announcements or how to apply may be directed to HRO Staffing at (916) 854-3350 or via email to NGCAHRJOBSTECH@CA.NGB.ARMY.MIL

THE CALIFORNIA NATIONAL GUARD IS AN EQUAL OPPORTUNITY EMPLOYER